

UI PERFORMS Core Measures	Acceptable Levels of Performance
Benefits Measures	
<i>First Payment Promptness:</i> % of all 1 st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period).	≥87%
<i>Nonmonetary Determination Time Lapse:</i> % of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant’s benefit rights.	≥80%
<i>Nonmonetary Determination Quality- Nonseparations:</i> % of <i>Nonseparation</i> Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.	≥75%
<i>Nonmonetary Determination Quality- Separations:</i> % of <i>Separation</i> Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.	≥75%
Overpayment Measure	
<i>Detection of Overpayments:</i> % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.	≥50% and ≤95% of detectable/recoverable overpayments are established for recovery
Appeals Measures	
<i>Average Age of Pending Lower Authority Appeals:</i> The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.	≤30 Days
<i>Average Age of Pending Higher Authority Appeals:</i> The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.	≤40 Days
<i>Lower Authority Appeals Quality:</i> % of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.	≥80%
Tax Measures	
<i>New Employer Status Determinations Time Lapse:</i> % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.	≥70%
<i>Tax Quality:</i> Tax Performance System (TPS) assessment of the accuracy and completeness of the tax program determined by scoring, on a pass/fail basis, samples of the 13 tax functions.	No more than 3 tax functions failing TPS in any year
	No single tax function failing for 3 consecutive years
Reemployment Measure	
<i>Facilitate Reemployment:</i> % of UI claimants who are reemployed within the quarter following the quarter in which they received their first UI payment.	<u>State ALP Table</u>

Secretary Standards in Regulation	Performance Criteria
<i>First Payment Promptness:</i> % of Intrastate UI 1 st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.	≥87%
<i>First Payment Promptness:</i> % of Intrastate UI 1 st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.	≥93%
<i>First Payment Promptness:</i> % of Interstate UI 1 st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.	≥70%
<i>First Payment Promptness:</i> % of Interstate UI 1 st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.	≥78%
<i>Lower Authority Appeals:</i> % of Lower Authority Appeals decided within 30 days of filing.	≥60%
<i>Lower Authority Appeals:</i> % of Lower Authority Appeals decided within 45 days of filing.	≥80%